

## CLAIMS

What is claimed is:

1. A method for constructing, controlling or managing a process, the method comprising the steps of:
  - 5           transforming an at least one user event into an at least one block of uniform presentation; and
  - updating a project map with the uniform presentation block using an at least one pattern.
2. The method of claim 1 further comprising the step of generating an at least one  
10           action.
3. The method of claim 2 wherein the at least one action is to be assigned or notified to an at least one user.
4. The method of claim 2 further comprising the steps of:
  - converting user data into the at least one user event; and
  - 15           converting the at least one action into an at least one message.
5. The method of claim 4 further comprising the steps of:
  - capturing data provided by a user; and
  - sending the at least one message to an at least one user.
6. The method of claim 1 wherein the uniform presentation is a graph  
20           presentation.
7. The method of claim 6 wherein the project map is a project graph.
8. The method of claim 7 wherein the graph presentation comprises an at least one node or an at least one arc.
9. The method of claim 8 wherein the at least one node or at least one arc<sup>o</sup>  
25           comprises relevant information.
10. The method of claim 8 wherein the at least one node represents an at least one person, an at least one task or an at least one document.
11. The method of claim 8 wherein the at least one arc represents relationship or function between two nodes.
- 30   12. The method of claim 8 wherein the at least one block of uniform presentation is an at least one event graph.

13. The method of claim 12 wherein the step of updating the project graph comprises the steps of:

- a. adding the at least one event graph to the project graph;
- b. determining whether the at least one event graph has an at least one common node with the project graph, and if so determining an impact of the at least one event graph on the project graph;
- c. for each of the at least one pattern, performing the steps of:

determining whether the at least one pattern is found within the event graph; and

if the at least one pattern is found within the project graph, merging the at least one pattern with the graph;

- d. if an at least one pattern was found within the project graph, performing the steps of determining an impact of the at least one event graph on the project graph, otherwise end the process; and

if step d. is performed less than a predetermined number of times, repeating steps c. and d.

14. The method of claim 1 wherein the at least one user event is any of the following: creating a new task; initiating a change request; creating an at least one project; adding an at least one task to an at least one project; assigning an at least one task to an at least one person; updating an at least one document; accepting an at least one task; rejecting an at least one task; reassigning at least one task; creating a subtask; reporting task progress or completion.

15. The method of claim 1 wherein the at least one pattern is any of the following: change request; installation; hardware procurement; software procurement; module testing; prepare testing environment; system test design preparation; system test plan preparation.

16. The method of claim 2 wherein the at least one action is any of the following: notification of an at least one completed task; notification of an at least one rejected task; notification of an at least one updated document; assignment of an at least one task to an at least one person; notification of an at least one risky situation.

17. An apparatus for controlling or managing a process, the apparatus comprising:

a project graph, the project graph comprising:

5 map data; and

a map handling component;

a synthesis engine for updating the project graph with an at least one event graph;

10 a conversion component for converting an at least one event graph to or from an at least one action or an at least one event, the conversion component comprising:

a first component for converting an at least one event to an at least one event graph; and

15 a second component for converting an at least one event graph to an at least one action.

18. The apparatus of claim 17 wherein the project graph comprises an at least one node or an at least one arc.

19. The apparatus of claim 18 wherein the at least one node or the at least one arc comprises relevant information.

20 20. The apparatus of claim 18 wherein the at least one node represents an at least one person, an at least one task or an at least one document.

21. The apparatus of claim 18 wherein the at least one arc represents relationship or function between two nodes.

25 22. The apparatus of claim 17 further comprising a component for converting an at least one message to or from an at least one user action or an at least one event, the component comprising:

a first component for converting an at least one message into an at least one event; and

30 a second component for converting an at least one action into an at least one message.

23. The apparatus of claim 17 further comprising an at least one e-mail interface component, for interfacing with an at least one e-mail program.
24. The apparatus of claim 23 wherein an at least one e-mail message associated with the apparatus comprises at least one token recognized by an at least one e-mail program.
25. The apparatus of claim 24 wherein the at least one e-mail message associated with the apparatus comprises a header and the at least one token comprises an at least one identifier embedded in the header.
26. The apparatus of claim 24 wherein the at least one e-mail message associated with the apparatus comprises a body and the at least one token comprises an at least one tag embedded in the body.
27. The apparatus of claim 17 further comprising an interface component for interfacing with an at least one external tool, the interface component comprising any one or more of the following:
- an at least one productivity tool interface component for interfacing with an at least one productivity tool;
  - an at least one handheld device interface component, for interfacing with an at least one handheld device;
  - an at least one document control interface component, for interfacing with an at least one document control system;
  - an interface wizard component, for generating an at least one interface to an at least one tool or an at least one device or an at least one program.
28. The apparatus of claim 17 further comprising an at least one communication component for communicating an at least one component within the apparatus with an at least one second component within the apparatus, or an at least one component within the apparatus with an at least one tool or an at least one device or an at least one program.
29. The apparatus of claim 17 further comprising an at least one security component for providing or restricting at least one privilege to an at least one user or to an at least one task or to an at least one project associated with the apparatus.

30. The apparatus of claim 17 further comprising an at least one user interface component for collecting data from or showing data to an at least one user of the apparatus.

31. The apparatus of claim 17 further comprising an at least one diagnostics component for monitoring the apparatus.

32. The apparatus of claim 17 further comprising an at least one administration component for administering the apparatus.

33. A computer readable storage medium containing a set of instructions for a general purpose computer, the set of instructions comprising:

a project graph, the project graph comprising:

map data; and

a map handling component;

a synthesis engine for updating the project graph with an at least one event graph;

a conversion component for converting an at least one event graph to or from an at least one action or an at least one event, the conversion component comprising:

a first component for converting an at least one event to an at least one event graph; and

a second component for converting an at least one event graph to an at least one action.